

Extenuating Circumstances Policy



Scope: Taught programmes leading to an award of City, University of London.

Senate Regulations

[Senate Regulation 19: Assessment](#)

Summary

This policy provides our definition of extenuating circumstances and sets out the guiding principles for their consideration. It also provides details of the role of the Extenuating Circumstances Panel and the actions the Assessment Board may take in response to Extenuating Circumstances Panel decisions.

Date approved/re-approved:

Approved Senate October 2020
Minor amendments October 2021
Re-approved September 2023

Date for review: To be reviewed by the end of 2025/26 Academic Year, with allowance for minor updates of roles and responsibilities by Senate, as required by changes in law or in operational practices.

Effective from: 04 October 2023.

Equality and Diversity Statement

We are committed to promoting equality, diversity and inclusion in all our activities, processes, and culture, under the Public Sector Equality duty and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

We are committed to championing equality. This includes where applicable to this policy. In the coordination and make up of our decision-making Panels we are striving to fulfil our commitments to racial equality, gender balance, and actively consider representation of other protected groups.

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Introduction and principles

1. We want you to successfully complete your academic programme. City's [Student Charter](#) sets out our commitments to you and your commitments to the University, including an expectation that students take responsibility for their academic progress.
2. We are the University of business, practice, and the professions. Your academic programme has been designed to help prepare you for future employment where you will be expected to model professional behaviour. This means you should always make academic and professional work a high priority. It also means that you should take personal responsibility for seeking support as soon as you need it when things do not go according to plan.
3. Sometimes, unexpected life events may temporarily affect your ability to prioritise your studies and to focus on your assessments. We believe that no students should be disadvantaged by unforeseen circumstances outside of their control. If this happens to you, we want to help you to get back on track.
4. This Policy sets out our approach to extenuating circumstances and the support that you can expect from us. It also explains the steps that you should take to let us know about your situation.
5. It is your responsibility to proactively seek support as soon as you experience an issue which may affect your studies. [The 1:1 Student Support Policy](#) provides information to help you to find the support you need. You can also find information about the range of support available to you on the [Student Hub](#). You are strongly encouraged to disclose information about your circumstances so that we can help. Accessing support in time may mean you do not need to submit an Extenuating Circumstances claim, which should always be considered a last resort. You can also contact your [Students' Union Advice Service](#) for impartial, confidential advice.
6. In this policy, "You", or "your" refers to the student; "we", "us" and "ours" refers to City, University of London.
7. This Policy should be read alongside the [Assessment Regulations](#) [Regulation 19] on Extenuating Circumstances.

Definition

8. We define Extenuating Circumstances as: **'Circumstances which could not have been predicted and are outside a student's control which can be shown to have had a direct and substantial impact on their academic results. This may include an impact on capacity to study prior to an assessment, on ability to complete an assessment, and/or on performance during an assessment'**

Policy overview and scope

9. This policy applies to all forms of assessment as set out for your programme.
10. The provision set out in this policy can be used if you are studying a taught programme. Please contact your supervisor/s for guidance, if you are a research student experiencing difficulties which affect your studies.

11. Extenuating Circumstances forms and submission procedures, including deadlines for the submission of Extenuating Circumstance claims, are signposted on the [Student Hub](#).
12. In accordance with our [Assessment Regulations](#), this Extenuating Circumstances Policy does not apply to specific programmes which set out alternative Professional, Statutory and Regulatory Body (PSRB) requirements relating to extenuating circumstances or equivalent. Your Programme Handbook will set out the specific details for your course. It is your responsibility to familiarise yourself with this information.
13. Extenuating Circumstances claims will be considered by an Extenuating Circumstances Panel. The Panel will be formed in accordance with our [Assessment Regulations](#). It will make recommendations to the relevant Assessment Board. The Assessment Board takes account of recommendations from the Extenuating Circumstances Panel in making decisions about students progressing in their studies or being awarded their degree.

Our commitment to you

14. We will provide appropriate support through the process.
15. We will follow a clear and transparent process.
16. We will communicate with you in plain English.
17. We will maintain fairness and consistency in the treatment of the study body as a whole, as well as for particular individuals including by:
 - a. considering application forms anonymously and without reference to, or sight of, individual marks;
 - b. ensuring decisions are taken by staff without conflicts of interest;
 - c. ensuring that students are neither disadvantaged nor overly advantaged as a result of the process.
18. We will uphold independence in decision making and the integrity of academic judgement including clear distinction between the role of the Extenuating Circumstances Panel and the role of the Assessment Board as defined within the Assessment Regulations.
19. We will keep effective records, ensuring appropriate levels of confidentiality and protection of sensitive and personal data including seeking relevant permission, where relevant, to enable appropriate information sharing.
20. We will learn from Extenuating Circumstances and evaluate findings to improve the student experience including through appropriate training for decision-makers.

Your responsibilities as a City student

21. You are responsible for completing and submitting your Extenuating Circumstances form together with documentary evidence when required. You can find further information about how and when to do this on the [Student Hub](#) and in your Programme Handbook.

22. You are responsible for submitting your Extenuating Circumstances form no later than **seven calendar days** after the assessment event or assessment submission deadline that it affects.
23. You must not wait until grades or marks have been issued to you before submitting a claim for extenuating circumstances. Extenuating Circumstances Panels, and the relevant Assessment Boards, will not normally consider late claims unless there are compelling grounds.
24. You are responsible for ensuring the accuracy and completeness of the information that you provide and accompanying evidence where applicable. In some instances City may seek to further verify claims you have made (see paragraph 43).

Types of Extenuating Circumstances claims

25. **Extenuating Circumstances without evidence:** You can make a claim without evidence for an extenuating circumstance lasting no more than **7 calendar days** with a clear impact on your ability to undertake assessments during this time. For example, short-lived viruses, stomach complaints, debilitating physical pain and mental health conditions such as stress and anxiety. Please note that this is not an exhaustive list and Examples of Extenuating Circumstances which may be considered are provided at Appendix 1.
26. You are expected to self-manage minor ailments (such as coughs) where these do not impact on your ability to undertake your studies. Examples of Extenuating Circumstances which may not be considered are also provided at Appendix 1.
27. In exceptional circumstances, claims for periods of illness longer than 7 days can be submitted without documentary evidence. In such instances, you will be required to provide a reasonable explanation, as part of your submission, as to the reason(s) why you are unable to provide the relevant evidence to support your extenuating circumstances request. It is important that you raise any issues with your Personal Tutor or Course Officer early and before your assessment(s) so that we can help.
28. The period of illness you are claiming must coincide with the assessment deadline(s) you are requesting for. Either:
 - a. because you are/were ill and it's no more than seven calendar days before the deadline or date of the assessment(s) you claim to have been affected; or
 - b. because you are/were ill and it's no later than seven calendar days after the deadline or date of the assessment(s) you claim to have been affected.
29. You can use the Extenuating Circumstances without evidence claim against all affected assessment(s) during your period of illness.
30. You cannot apply for more than one Extenuating Circumstances without evidence claim within any **28-calendar day** period. You can apply for up to two claims of Extenuating Circumstances without evidence within one academic year.
31. If you submit more than two Extenuating Circumstances **without evidence** claims within one academic year, or more than one claim within a 28-calendar day period, your claim may be not accepted and you will usually be required to submit an Extenuating

Circumstances **with evidence** (see paragraph 32).

32. **Extenuating Circumstances with evidence:** For all other Extenuating Circumstances claims you are required to provide documentary evidence to support your claims. This usually therefore includes claims for longer periods of illness or repeated illnesses including illnesses with 'flare ups'. Examples of Extenuating Circumstances which may be considered are provided at Appendix 1.
33. The documentary evidence you supply depends on the nature of your claim and may include any proof that shows an impact on your capacity to study prior to an assessment, on your ability to complete an assessment, and/or on performance during an assessment. Appendix 2 sets out examples of appropriate evidence. We recommend you submit sufficient evidence related to your claim and reasons for the claim. You are discouraged from providing evidence that is excessive (i.e. goes beyond the claim) and is unrelated to your claim to enable swifter decisions for your claim.
34. Where it is available you should upload your evidence at the same time as your Extenuating Circumstances Form, but you should keep the original documents in case they are required later.
35. You must submit your claim for Extenuating Circumstances no later than **seven calendar days** after the assessment(s) you claim to have been affected. If your evidence is not available at the time of submitting your Extenuating Circumstances Form, you should indicate when you will be able to submit your evidence at the time of submission.

Group work

36. If you are taking part in assessed group work and you or another student are affected by Extenuating Circumstances which will have a negative impact on your assessment, you should submit individual Extenuating Circumstances claims which will be considered by the Extenuating Circumstances Panel. The Panel have discretion to make a recommendation for consideration by the Assessment Board for the whole group or individuals, as appropriate.

Students with disabilities and ongoing medical conditions

37. If you have a disability or ongoing medical condition, you should contact your Personal Tutor, Course Officer and/or [Student Health and Wellbeing](#) for advice. Where you are admitted to a Programme and have declared a disability or on-going health conditions, we will agree learning and assessment strategies to provide you with reasonable adjustments, additional support and/or facilities. More information can be found on the [Student Hub](#).
38. If you are awaiting formal diagnosis of disability, or if your disability or ongoing illness has an unexpected impact on a specific assessment or assessments, you can submit a claim of Extenuating Circumstances for consideration. We recommend also that you continue to discuss any issues you may be having and its impact on you as above to ensure you continue to receive appropriate support.
39. If you experience a health condition after your initial admission to a Programme which may have a temporary but significant impact on your ability to engage with your studies, you may be advised to [interrupt your studies](#) or undergo a [Support to Study](#) review (regulation 10) if it is considered that the Extenuating Circumstances procedures would be insufficient. Otherwise, we will endeavor to provide support and guidance to enable you to complete your programme of study. More information can be found on the [Student Hub](#).

Late submission of Extenuating Circumstances

40. We have strict deadlines for the submission of Extenuating Circumstances claims relating to assessment, progression or award, as set out in the Assessment Regulations. It is your responsibility to submit your Extenuating Circumstances claim on time. Neither the Extenuating Circumstances Panel nor the Assessment Board is bound to consider claims submitted more than seven calendar days after the affected assessment.
41. In rare cases and at your School's discretion, it may be possible to submit your claim after the 7 calendar day deadline. In exceptional instances, where a late claim for extenuating circumstances is considered, this would normally only be taken into account before results are released and must be in line with the requirements of the [Assessment Regulations](#).
42. In very exceptional circumstances you may want to submit an Extenuating Circumstance claim after the Assessment Board have met, and results have been released. If you can provide a valid and over-riding reason outside your control for failure to report your Extenuating Circumstances at the appropriate time, you can submit such a claim through the academic appeals process (see paragraph 66). Ignorance of the procedures or failure to recognise the impact at the time will not usually be accepted as reasons for late reporting.

Verifying your claims

43. When processing your Extenuating Circumstances claim, In order for us to verify your claim you may be asked to meet with an appropriate staff member, who may require you to obtain evidence or further evidence for your claim to be processed and discuss the ways in which we can support you.
44. If there is good reason to doubt your claim, you may be asked to provide further suitable evidence such as medical proof to support your request. If it is proven by us that you submitted a claim that contains false information or includes falsified evidence, we will regard it as an attempt to gain an unfair advantage. Such an attempt may lead to disciplinary action against you. The allegation may also be investigated in accordance with the [Fitness to Practise Policy](#) if you are registered on a professional programme.

Process for consideration of Extenuating Circumstances

45. Your claim will be processed by your School and you can expect to receive a response normally no later than 14 calendar days after the Panel has reviewed your claim. You should expect to receive a response prior to your relevant assessment board.
46. Your Extenuating Circumstances claim will be overseen by a panel approved by your School Board of Studies (or Validated Institution Course Board). Extenuating Circumstances Panels have oversight of all extenuating circumstance claims. Further information, including the composition of the Panel is provided in the [Assessment Regulations](#).
47. An Extenuating Circumstances Panel will consist of the following staff members:
 - a. A Chair approved by the Board of Studies
 - b. A Secretary; and
 - c. Two appropriately trained members of academic or professional staff as agreed

by the Board of Studies.

48. Extenuating Circumstance Panels have the option to delegate responsibility for certain claims to relevant and trained professional service staff where appropriate. For example, more straight forward claims on medical grounds could be processed by Professional Services staff in your School, and then ratified by the relevant Extenuating Circumstances Panel, to enable speedy resolution.
49. More complex claims will usually be formally considered by the Extenuating Circumstances Panel. The Extenuating Circumstances Panel will determine whether your claim is valid, meets the criteria for Extenuating Circumstances and consider any supporting evidence provided.
50. It remains your responsibility to submit a valid claim and all relevant evidence (where appropriate as per this policy) within reasonable timescales, as set out in this policy and before the relevant Assessment Board. You should not have the expectation that the Extenuating Circumstances Panel will give you an opportunity to provide evidence by inviting you to do so after you have submitted your claim.

Possible outcomes

51. The recommendation of the Panel will be either:
 - a. not accepted because criteria have not been met and/or supporting evidence is not relevant or significant to the case; or
 - b. returned to you with a request for more information or evidence; or
 - c. accepted because criteria have been met and appropriate supporting evidence submitted (where relevant).

Once decisions have been taken, students will be notified, and recommendations will be made to the relevant Assessment Board.

52. Where you have not provided evidence, the Extenuating Circumstances Panel will consider whether your reason(s) for not providing the evidence when you made your claim is acceptable or not. Where it is determined that your reason(s) for not providing the relevant evidence is unacceptable and your claim is not valid, your claim will be not accepted, or returned to you with a request for further evidence.
53. If your claim is returned to you with a request for further evidence and you are still unable to provide appropriate supporting evidence in a timely manner, usually within seven days, it may mean that the Panel has insufficient information to fully review your claim. In such instances, the Extenuating Circumstances Panel will usually not accept your claim.
54. **If your claim is accepted**, the decision on the course of action taken remains with the Assessment Board. This will balance the need to uphold academic standards and demonstrate that Learning Outcomes have been met, as well as the Extenuating Circumstances Panel recommendation.
55. **If your claim is not accepted** by the Extenuating Circumstances Panel this will be reported to the Assessment Board; no adjustment will be made and your results will be considered in the usual way.

Assessment Board consideration of Extenuating Circumstances recommendations

56. Assessment Boards will not know the details of the Extenuating Circumstances submission but simply the outcome that is recommended by the Extenuating Circumstances Panel.
57. Based upon the report and recommendation from the Extenuating Circumstances Panel, the Assessment Board will consider the most appropriate course of action.
58. The Assessment Board can decide that the attempt at the affected assessment(s) should be set aside and you be offered an additional opportunity of taking the assessment(s). This will be either:
 - a. as an additional first (uncapped) attempt (if the Extenuating Circumstances related to a first attempt); or
 - b. as an additional resit (capped) attempt (if the Extenuating Circumstances related to a resit attempt).
59. If you choose to take up the offer of an additional attempt, any mark received for the previous affected attempt will be permanently disregarded. If you decide not to take up the offer of an additional attempt, the mark received for the previous attempt will stand.
60. Where appropriate, (normally where there are multiple assessments affected by the Extenuating Circumstances) the Assessment Board may offer a repeat year option to enable you to return to learning and teaching at the later date and take the assessments as a first attempt (or as a resit with a capped mark if the repeat year option is granted following resit assessments).
61. Where the Assessment Board is satisfied that a further opportunity to take the original assessment is not possible or is inappropriate, it may arrange for an alternative assessment task to be set, on the condition that it must be an equivalent task which will enable the relevant Learning Outcomes to be demonstrated.
62. In exceptional cases, where your performance in one or more Modules has been affected by Extenuating Circumstances, and the Assessment Board considers the options available under paragraphs 58 above to be unsuitable, it may review borderline progression/Award decisions based on the affected performance. Recommendations arising from such reviews of borderline progression/Award decisions will require the approval Chair of the Board of Studies. An anonymous report will be made available to Senate on an annual basis.
63. If Extenuating Circumstances prevent you from completing the final assessment, the Assessment Board may recommend to Senate that an award without classification, an Aegrotat Award, should be made.
64. When selecting any of the options set out in paragraphs 58, the Assessment Board's decision must take account of the need to ensure parity of treatment of all students, and to avoid any action which might compromise academic standards and integrity. It must also have regard to any Professional, Statutory and Regulatory Bodies (PSRB) requirements.
65. Assessment Boards cannot alter your marks or re-consider assessment decisions that

were made prior to receiving formal notification of a potential Extenuating Circumstance claim. Where you have submitted an Extenuating Circumstance claim after the Assessment Board has met (see paragraph 42), and based on such an Extenuating Circumstance claim being accepted, a subsequent Assessment Board may either:

- a. offer an additional first attempt at the relevant assessment(s) with reasonable adjustments in place (if the Extenuating Circumstances related to a first attempt),
- b. offer an additional resit attempt (if the Extenuating Circumstances related to a resit attempt and the student has not yet attempted the resit(s) for the relevant assessment(s)) or
- c. uncap the marks for the relevant resit assessment(s) (if the student has already completed the resits for the relevant assessments(s)), or offer an additional discretionary resit attempt with reasonable adjustments in place.

The above would apply to your current Programme Stage only.

Appeals and submitting late claims through the appeal process

66. There is no right to appeal the decision of an Extenuating Circumstances Panel directly. However, you do have the right to appeal the decision of the Assessment Board who considered your academic profile and made a decision about your progression or award, including any recommendations from an Extenuating Circumstances panel. The [Student Academic Appeals](#) regulation (regulation 19), including timeframes and the applicable grounds that appeals must be made on. Appeals will be considered by staff who were not involved in the original Extenuating Circumstances Panel decision.
67. Where the relevant Extenuating Circumstances Panel and Assessment Board have met, previously undisclosed Extenuating Circumstances may only be considered through the [Student Academic Appeals](#) process. In the first instance you should submit a Stage 1 Appeal on the grounds of Undisclosed Extenuating Circumstances, in accordance with the appeal regulations. You will need to provide a valid and over-riding reason for failure to report your undisclosed Extenuating Circumstances at the appropriate time that you can demonstrate was outside of your control (for example, where you present a new claim and/or evidence of a previously unsuspected disability and you could not have reasonably suspected you had the condition at the time of the assessment(s) and deadlines). An Extenuating Circumstances Panel may only consider the claim once formal diagnosis is confirmed.

Appendix 1: Grounds for Extenuating Circumstances

The list below may be considered to be acceptable when you submit Extenuating Circumstances claim. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at the discretion of the Extenuating Circumstances panel:

1. Acute illness or injury on the day of or during a 'live' assessment, such as an examinations, performance or presentation;
2. Extended illness or injury which lasts that is serious enough to stop you from studying, writing or revising;
3. Impact of death or serious illness of a close relative or family friend on you;
4. Exceptional living circumstances, including significant domestic and/or personal problems;
5. Court attendance including Jury service, where deferral has been refused by the Court;
6. Unforeseen major transport difficulties;
7. Being a victim of, or witness to, criminal activity.

The list below would not generally be considered to be acceptable when you submit Extenuating Circumstances claim with evidence. It is not an exhaustive list and the acceptance of Extenuating Circumstances is at the discretion of the Extenuating Circumstances panel:

8. Mistaking the date/time of an examination or coursework deadline;
9. Close deadline of academic work, e.g. a number of assessments with similar deadlines – you are expected to plan your work schedule;
10. Alarm failure on the morning of an examination;
11. Holidays, weddings;
12. Foreseeable, planned or minor travel difficulties;
13. Certain personal computer/other IT device failure – adequate precautionary measures should have been taken, e.g. backing up work;
14. Inadequate time to access IT equipment/printing facilities or download applications or software products - you should have planned and checked for such issues;
15. Non-compatibility of IT equipment with the University's IT equipment

you should have planned and checked for such issues;

16. Lack of a laptop/device of the required specification where necessary for an assessment - you should have planned and let us know before your deadline that you are experiencing this issue;
17. Religious observance – such issues are not unforeseen and should be discussed with your Department in advance.
18. If possible, please raise any issues early, and before the assessment(s).

Appendix 2: Evidence for Extenuating Circumstances

The requirement and nature of the documentary evidence you will need to submit depends on the nature of your Extenuating Circumstances claim. Your documentary evidence should be in English or from a certified translator. The list below is not exhaustive. The acceptance of Extenuating Circumstance evidence is at the discretion of the School's Extenuating Circumstances Panel.

Circumstances	Examples of acceptable evidence.
Court appearance and jury service	<ul style="list-style-type: none"> • A solicitor's letter including the dates of the legal proceedings and the requirement for you to attend. • A letter from the Court or Tribunal including the dates of the legal proceedings, and confirming that you could not be excused.
Acute illness or injury	<ul style="list-style-type: none"> • An original medical certificate signed by a medical practitioner whilst the illness or incident was affecting you. • A hospital discharge letter. • A letter from the University's Support Services who have been actively supporting you. • A letter from external supporting services, who have been actively supporting you.
Death and bereavement	<ul style="list-style-type: none"> • Evidence of contact with your Department or City's Support Services (such as an email) stating how the impact of the death and bereavement on you prevented you from attending an examination or 'live' assessment. • Order of service.
Unforeseen major transport issues	<ul style="list-style-type: none"> • Evidence which provide validation from police, transport police or another public authority. • An insurance reference number (e.g. if you were involved in a road traffic accident). • Transportation tickets and proof of delay and why alternative arrangements could not be made.
Victim of, or witness to, criminal activity	<ul style="list-style-type: none"> • Police report, including a crime reference number. • An original medical certificate signed by a medical practitioner whilst the illness or incident was affecting you (If the incident has resulted in your needing medical attention). • A hospital discharge letter (If the incident has resulted in your needing medical attention).
Caring and parenting responsibilities (including illness of a family member)	<ul style="list-style-type: none"> • An original medical certificate signed by a medical practitioner or social services. • Letter from your child/minor's (under your control) school.

Exceptional living circumstances, including housing issues and domestic violence	<ul style="list-style-type: none"> • An original medical certificate signed by a medical practitioner. • A letter from an independent authority (e.g. A social worker). • A police report, including a crime reference number. • A letter from City's Support Services who have been actively supporting you. • A letter from external support services who have been actively supporting you.
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Please note: You should only submit sufficient evidence related to your claim and reasons for the claim. You are discouraged from providing evidence that is excessive (i.e. goes beyond the claim) and is unrelated to your claim.

Appendix 3: Links to School Extensions Processes

In some instances it may be more appropriate for you to request an extension as opposed to submitting an extenuating circumstances claim. Schools Extension Processes can be found here:

- [School of Policy & Global Affairs](#)
- [School of Communication & Creativity](#)
- [School of Science & Technology](#)
- [School of Health & Psychological Sciences](#)
- [City Law School \(UG and PG\)](#)
- For the BAYES Business School please contact your course office team

Appendix 4: Data Protection Statement

Your trust is very important to us. This means City is committed to protecting the privacy and security of your personal information.

It is important that you read this notice so that you are aware of how and why we are using such information. This privacy notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with data protection law.

You can find additional information [here](#).

City will collect and process the personal information that you have provided to us about yourself and your extenuating circumstances. This personal information includes your name, contact address, and telephone number.

City will also collect and process certain special categories of more sensitive personal information if it pertains to your Extenuating Circumstances claim. Either within your written statement, or as part of the corresponding evidence you have provided (where relevant). This information might include any of the following where appropriate:

- race or ethnicity
- religious or philosophical beliefs
- health and medical
- sexual orientation

Where you need to provide such information, please carefully consider if it is pertinent to your Extenuating Circumstances claim. You should only share information relating to the claim you are making.

City is the 'data controller' of this information. This means that City decides what your personal information is used for, and the ways in which it is processed.

The personal information and special categories of information that you provide, will be processed securely for the purposes of processing your Extenuating Circumstances claim.

The legal basis on which City processes your personal information is on the basis of public task. City is an educational and research establishment and in particular its educational and research activity is conducted in a public interest (including your interest and the interest of others). Where we process special category data, the lawful basis we rely on is 'substantial public interest'.

City will retain the information you provide under this Extenuating Circumstances process for 6 years from the date last actioned for submitted claims. We will also retain information for 3 months for any claims which were started on E:vision but not submitted. We will not share the information you provide with any third parties.

If you have any questions about how City handles your personal information, or you wish to find out about your rights, please visit [City's Privacy Notice](#). You will also be able to find out more about how City processes your information and how you can contact City's Data Protection Officer via email at dpo@city.ac.uk. Where there is inconsistency between those documents and this notice, this notice shall prevail.

If you raise a concern with City about the way it has handled your personal information, you are entitled to lodge a concern with a supervisory authority. In the UK, the supervisory authority is the [Information Commissioner's Office \(ICO\)](#).

Policy Details Table

Document title:	Extenuating Circumstances Policy
Maintained by:	Quality and Academic Development
Owned by:	Academic Services
Approving Committee or Body:	Senate
Last updated:	October 2023
Review date:	July 2026
Current version:	Version 1.2
Location of master document:	Drive Address: S:\QUAD\Quality Manual
Website Link:	https://www.city.ac.uk/about/governance/student-policies-and-regulations
If you have queries about this document or if you require this document in an alternative format, please contact:	quad@city.ac.uk